

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**CUSTOMER SERVICE REPRESENTATIVE III
FINANCE DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs a variety of intermediate skilled clerical and public contact work collecting and processing payments for various City fees and services. Employee reports to a supervisor, division director or department director.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class is primarily responsible for assisting customers and collecting various payments and fees using established guidelines and procedures. Work also involves processing payments, preparing cash reports, posting transactions data, and assisting and advising other customer service representatives. Work is performed according to standard procedures, but the employee is expected to use some initiative and independent judgment in accomplishing assigned objectives. Work is performed under limited supervision of a supervisor, division director or department director and is evaluated through observation and review of work completed.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Assists customers with billing questions, complaints, and requests for service.
Processes applications and issues various licenses and permits.
Prepares and mails billing statements.
Processes and posts payments to appropriate funds or accounts and general ledger.
Processes delinquent accounts receivable, returned checks, and bankruptcy claims.
Prepares outstanding accounts reports for departments on quarterly basis.
Reconciles cash drawer with receipts and cash reports and compiles bank deposits.
Utilizes computerized data entry equipment to enter, update, store and/or retrieve information as requested or otherwise necessary; summarizes data in preparation of standardized reports.
Establishes and maintains a variety of tangible files, filing and retrieving information as requested or otherwise necessary.

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ADDITIONAL JOB FUNCTIONS

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Working knowledge of office accounting methods and procedures.

Working knowledge of modern office practices and of forms and machines used in the preparation of office records.

Skill in using common office machines, including popular computer-driven word processing, database, spreadsheet and file maintenance programs.

Ability to exercise attention to detail in performing assigned tasks.

Ability to maintain effective files, records and reports.

Ability to compute figures rapidly and accurately.

Ability to deal tactfully and courteously with the general public in explaining policies and procedures.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

MINIMUM EXPERIENCE AND TRAINING

Associate's degree in business administration, accounting or a related field and 2 to 3 years customer service and collections experience; and/or any equivalent combination of training and experience required to perform the essential position functions.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

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Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 12
Non-Exempt